

**Instructions  
for updating agency  
performance measurement and  
initiative data**



**Fiscal Year 2004**



**Department of Planning and Budget  
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# Overview

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***This section provides an overview on updating performance measurement data***

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This package of instructions provides guidance on updating your agency's FY 2004 performance measurement and initiative data. The update needs to be made for all performance measures and initiatives in Virginia Results, including those that were recently moved over from the Executive Agreements.

You will input your updates directly into the *Virginia Results* web site. Agencies are to update their performance measurement and initiative data by **September 22, 2004** with the latest information. ***Notify your DPB budget analyst by email when you have completed your update.***

At this time, you should not modify existing measures or initiatives to make them more relevant and useful or add additional measures or initiatives. You will have this opportunity in phase II of the strategic planning process. Instructions for Phase II will be forthcoming shortly. In addition, you should not delete any measures that were included as objectives in your phase I strategic planning submission.

These instructions apply to all Executive Branch agencies, with the exception of institutions of higher education, unless otherwise notified.

## Overview of performance measures

Performance measurement is the systematic collection and reporting of information that track resources used, work produced, and intended results achieved. State agencies in Virginia have developed and reported progress on agency performance measures since the early 1990s. The types of performance measures include input, output, efficiency, quality, and outcome measures, and vary from having a program-specific to an agency-wide focus.

### Benefits of Performance Measurement

Many government agencies report beneficial changes to their organizational culture as a result of performance measurement. In general, governments that measure performance do so because it:

- Strengthens accountability
- Enhances decision-making
- Improves customer service
- Assists in determining effective resource use
- Supports strategic planning and goal-setting

## About the *Virginia Results* web site

The Commonwealth transitioned to using a web-based system, *Virginia Results*, to collect performance information in 2001, which has increased the efficiency of performance data collection, and reporting processes. This site is a centralized resource for a variety of results-oriented information generated from state agencies. *Virginia Results* is accessible directly from the home pages of DPB and the Commonwealth. It emphasizes the importance of performance management in the Commonwealth and ensuring that results-oriented information of all types is directly and centrally accessible for audiences. Via forms on the site, agencies are able to directly submit performance management information. If decision-makers or citizens want to obtain additional planning, measurement, or evaluation information, *Virginia Results* provides contact information to expedite such a request.

*All information entered in Virginia Results will be made accessible for public viewing.*

## APA Review

Auditor of Public Accounts (APA) staff will conduct follow-up reviews of agency performance measures. APA staff may contact your agency to obtain additional information about your performance measurement data collection efforts and how you calculated your measures.

Section 30-133 of the Code of Virginia authorizes the Auditor of Public Accounts “to determine that state agencies are providing and reporting appropriate information on financial and performance measures, and the Auditor shall review the accuracy of the management systems used to accumulate and report the results. The Auditor shall report annually to the General Assembly the results of such audits and make recommendations, if indicated, for new or revised accountability or performance measures to be implemented for the agencies audited.”

## Updating your performance measures and initiatives

### Obtaining a UserID and Password

To access your agency’s performance management section on *Virginia Results*, use your User ID and password. If you have forgotten your password or do not know your User ID, go to the “Need Help” link on the Virginia Results login screen and enter your Email Address. If you are a registered user of Virginia Results, your account information, including your password, will be emailed to you.

If you are not registered and need to have a User ID and password set up, then you must contact DPB via email at [perform@dpb.state.va.us](mailto:perform@dpb.state.va.us). Please include your Name, Title, Phone number, and the Agency to which you need access. DPB will then send an email providing your account details. After logging in you should visit the “Change your password and account information” link to verify your information and change your password from the default password set up by DPB.

## How to enter data in *Virginia Results*

To update your agency’s performance measures in *Virginia Results*, following these instructions:

1. From DPB's web site ([dpb.virginia.gov](http://dpb.virginia.gov)), click on the link entitled *Virginia Results*. This takes you to the *Virginia Results* home page.
2. Enter your User ID and password. If correctly entered, this takes you to your Agency’s Planning and Performance page or the list of agencies if you have access to more than one.
3. On the left side of your agency’s planning and performance page, you will see the links to modify your Performance Measures and Initiatives, among other items and on the left side of the screen are options for running reports to display and print your agency’s data.
4. For this exercise, please provide the 2004 data for your performance measures in the data table. For measures that were previously in Executive Agreements, there will be several blanks fields that need to be filled out including:
  - ✓ Measure data,
  - ✓ Target value,
  - ✓ Target date,
  - ✓ Title or brief description of the primary data source(s),
  - ✓ Describe how the measure is calculated, and
  - ✓ Describe how the target is calculated.
5. You should also review your initiatives and add a brief narrative statement in the “Status” field for each initiative. The narrative should describe the current status of the initiative. If the task has been completed, indicate the date it was completed and state what the final product was.

## Need help?

- To obtain additional on-line help when completing these forms, click on the round question mark links on the forms.
- For additional questions, please contact your budget analyst.

